

like a business. While fulfilling its basic mission of providing universal service at a uniform price, the Postal Service would focus more clearly on the needs of all of its customers.

* * *The Postal Service shall have as its basic function the obligation to provide postal services to bind the Nation together through the personal, educational, literary and business correspondence of the people. It shall provide prompt, reliable, and efficient services to patrons in all areas and shall render postal services to all communities.

39 U.S.C. 101(a).

To carry out this mission of the United States Postal Service as described in section 101 of title 39, United States Code, the organic statute, a statement of mission was adopted in recent years:

To provide every household and business across the United States with the ability to communicate and conduct business with each other and the world through prompt, reliable, secure and economic services for the collection, transportation and delivery of messages and merchandise.

A statement of vision was also developed at the same time and reads as follows:

Our postal products will be recognized as the best value in America. We will evolve into a provider of 21st century postal communications. We will be the most effective and productive service in the Federal Government and markets that we serve.

The Postal Service seeks comment on this interpretation of mission and vision. In addition, the Postal Service seeks comment on the management goals discussed below.

With its mandate to operate in a business-like manner, the Postal Service developed a 5-year Strategic Planning Process in the 1980's. The Postal Service also has been systematically reviewing performance and reforming processes. Since 1994, when the Postal Service applied the Malcolm Baldrige National Quality Award criteria to create a management system that is called CustomerPerfect!, the Postal Service has invested in a systematic revision of its management system, that is currently using process management tools to reform processes throughout the Service.

The CustomerPerfect! process is designed to provide structure and discipline to achieve better results for postal customers. The CustomerPerfect! management cycle has four distinct phases which can be described as: Establish, Deploy, Implement and Review. The "Establish" phase involves setting organizational direction, determining long and near-term goals,

and making decisions about how to measure progress. The output is a set of broad goals and subgoals for a five-year period, as well as a process prioritizing specific subgoals, targets, and indicators for the coming year.

The "Deploy" phase involves communicating goals to the organization, to seek individual unit contributions to the achievement of targets. The "Implementation" phase requires specific, measurable targets for improvement. The "Review" phase involves a periodic check on the system and its performance, whose primary value is learning what will help improve future results.

Therefore, to comply with the requirements of GPRA to solicit and consider the views and suggestions of those entities potentially affected by or interested in such a plan, and to benefit from such guidance in the preparation of its strategic direction, the Postal Service is hereby requesting public comment on development of its Strategic Plan for the years 1998-2002.

Comments are requested in particular concerning the Postal Service's priorities in sustaining and enhancing a viable twenty-first century Postal Service, as reflected in the following goals developed as part of the CustomerPerfect! process:

- (1) Improve customer satisfaction by offering superior customer value in each market and customer segment;
- (2) Improve employee and organizational effectiveness by having the right people in the right place with the right tools at the right time to consistently provide superior customer value and ensure commercial viability in a dynamic environment;
- (3) Improve financial performance to assure our commercial viability as a service provider for the worldwide movement of messages, merchandise, and money.

Any comments pertaining to how the Postal Service can best achieve these goals, or on other aspects of strategic planning, goals or performance measurement will be appreciated.

Stanley F. Mires,

Chief Counsel, Legislative.

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SMALL BUSINESS ADMINISTRATION

[Declaration of Disaster #2937; Amdt. 2]

State of Tennessee

In accordance with a notice from the Federal Emergency Management Agency, dated March 19, 1997, the above-numbered Declaration is hereby amended to include the Counties of Lake and Tipton in the State of

Tennessee as a disaster area due to damages caused by heavy rain, tornadoes, flooding, hail and high winds beginning on February 28, 1997 and continuing.

In addition, applications for economic injury loans from small businesses located in the contiguous county of New Madrid, Missouri, may be filed until the specified date at the previously designated location. Any counties contiguous to the above-named primary counties and not listed herein have been covered under a separate declaration for the same occurrence.

The number assigned to this disaster for economic injury is 943200 for Missouri.

(Catalog of Federal Domestic Assistance Program Nos. 59002 and 59008)

Dated: March 21, 1997.

Bernard Kulik,

Associate Administrator for Disaster Assistance.

[FR Doc. 97-8366 Filed 4-1-97; 8:45 am]

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DEPARTMENT OF STATE

[Public Notice 2524]

Study Group on Intercountry Adoption of the Secretary of State's Advisory Committee on Private International Law: Meeting on Basic Concepts for Federal Implementing Legislation for 1993 Hague Convention on Intercountry Adoption

The fifth meeting of the Study Group on Intercountry Adoption will take place on Tuesday, April 15, 1997, from 9:30 a.m. to 4:30 p.m., in the main building of the Department of State in Washington, DC.

The purpose of the meeting is to discuss basic concepts for implementation throughout the United States of the 1993 Hague Convention on Protection of Children and Co-operation in Respect of Intercountry Adoption. The meeting will focus on a concept paper that will be available from the Office of the Legal Adviser of the State Department in advance of the meeting.

The Hague Convention provides norms and procedures to safeguard children on the move from one party country to another in connection with their adoption and to protect the interests of their birth and adoptive parents. It provides, among other things, for the recognition of adoptions made pursuant to the Convention, requires the establishment in party countries of a national Central Authority with primarily facilitation and oversight functions, and requires adoption